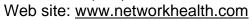


Network Health Plan 1570 Midway Place P.O. Box 120 Menasha, WI 54952

Menasha, WI 54952 Phone: (920) 720-1300 (800) 826-0940

Fax: (920) 720-1900





Type of Plan					
Total Number of Members					
Years of Operating Experience					
Total Number of Primary Care Physicians (PCPs)					
Percentage of PCPs Accepting New Patients					
Percentage of Board Certified Specialty Care Physicians					
Number of Urgent Care Facilities					
Number of Dentists					
	ADDITIONAL INFORMATION				
Referral	If a Primary Care Practitioner (PCP) feels that his or her patient needs				
Requirements	specialty care, the practitioner may refer the member to an in-plan specialist				
rtoquii omonto	for evaluation. This referral may be written or verbal and may not require				
	authorization from Network Health Plan. A referral is not required to see				
	another participating PCP who is on call for your PCP, a participating OB/GYN,				
	Chiropractor, or an Ophthalmologist/Optometrist (for routine eye exams only).				
	Referrals to non-participating providers require prior authorization from NHP.				
	Please refer to the prior authorization section.				
Prior Authorization	Network Health Plan's (NHP) Health Management Department utilizes pre-				
Requirements	authorization requirements and pre-admission review to ensure that selected				
	procedures, treatment plans, health services, particular providers or locations are medically necessary and constitute appropriate care based upon NHP's				
	health management criteria and other nationally-recognized guidelines. Some				
	health services will not be covered without prior written authorization from				
	NHP's Health Management Department. Inpatient hospitalizations, out-of-plan				
	services or care at tertiary facilities are a few examples of health services that				
	require prior authorization from NHP. A member should contact his or her PCP				
	or NHP Customer Service Department for information on specific health care				
	services that require pre-authorization and/or pre-admission review, and for				
	verification that NHP has approved an authorization prior to obtaining services.				
	A copy of the authorization is provided to the doctor requesting the				
	authorization, the doctor being authorized and the member receiving the				
Medicare Claims	medical services.				
Procedure	When Medicare is the primary payer of medical claims, the claim is first processed by Medicare. When the explanation of benefits is received, the				
Procedure	subscriber needs to forward the explanation of benefits to NHP for processing				
	of copays, deductibles, or services not covered by Medicare per the NHP plan				
	provisions as outlined by ETF.				
OnLine Services	Members can access Network Connect to view: claims, explanation of				
	benefits, overview of benefits, Certificate of Coverage, provider				
	information, and request additional Customer Service.				
	Provider directory can be accessed at:				
	http://www.networkhealth.com/page/nhppd please reference State of WI				
	Fox Valley Network Provider Directory.				
	 Also available online is Nurse Direct, Privacy Practices, Member Rights and Responsibilities, clinic locations and more. 				
Outpatient Mental	All mental health and substance abuse services must be provided by a				
Health Network/Policy	participating provider. Please refer to the State of WI provider directory for a				
	listing of our participating providers. If you need assistance please contact				
	800-555-3616.				

ADDITIONAL INFORMATION					
24-Hour Nurse Line	NHP provides NurseDirect, which is a free 24-hour health advice call-in service. NurseDirect provides up-to-date information on NHP physicians (including office hours and locations) and advice and assessment for illnesses, injuries and other health concerns. NurseDirect can be reached at (920) 738-2230 or (800) 362-9900.				
PCP Restrictions	When you become an NHP member, you will choose a participating PCP for each family member. Your PCP coordinates all of your health care needs. Yo may choose a family practice, general practice, internal medicine, pediatriciar physician or an Allied Health professional. You can change your PCP at any time. Whenever you or a family member need care, your PCP should be contacted. He or she will discuss the best course of treatment, including whether or not to refer you to a Network-participating specialist.	n			
Dental Benefits Provided	Annual Deductible \$25 Individual/\$75 Family (applies only to basic restorative and orthodontic services) Individual Annual Maximum \$1,000 Individual Lifetime Orthodontic Maximum \$1,500	0			
	Diagnostic and Preventative Services covered at 100% include: examinations, teeth cleanings (prophylaxis and periodontal maintenance), bitewing and x-rays (twice per calendar year), full mouth x-rays (at three year intervals), fluoride treatments (twice per calendar year to age 19), and space maintainers.				
	Basic Restorative Services covered at 80% include: emergency treatment to relieve pain, fillings, and sealants.	80% include: emergency treatment to			
	Orthodontics are covered at 50% for dependent children when the active treatment starts before age 19.				
	For benefits to apply, you must utilize a Delta Dental provider. Please visit the Delta Dental web site for the most up to date listing of dentists at www.deltadentalwi.com or by calling Delta Dental at 1-800-236-3712.				
Quality Improvement Initiatives	 Implementation of reminder and education programs for practitioners and members to increase the percentage of members receiving appropriate treatment for the following: Diabetes/routine kidney monitoring Blood pressure monitoring Depression medication compliance Asthma medication compliance To improve member satisfaction with the health plan, continue to analyze feedback from new members and conduct staff training to improve new member understanding of navigating the system. 				

Counties in Service Area		Hospitals in County	Major Providers in County*
Calumet		Calumet Medical Center	
Dodge	***	Waupun Memorial Hospital	To find out if your physician or hospital is a participating provider, either check your Provider Directory, call Customer Service at (800) 826-0940, call Affinity Nurse Direct at (800) 362-9900, or visit our web site at www.networkhealth.com.
Fond du Lac	1. No. No.	Ripon Medical Center St. Agnes Hospital	
Green Lake	*/	Berlin Memorial Hospital	
Outagamie	*/	St. Elizabeth Hospital	
Sheboygan	✓	St. Nicholas Hospital	
Waushara	. \$ \.	Wild Rose Community Memorial Hospital	
Waupaca	*/	Riverside Medical Center	
Winnebago	*√√	Mercy Medical Center	